

JOB TITLE:	Database Officer
RESPONSIBLE TO:	Fundraiser Support Team Leader
SALARY:	£21,751 FTE
Location	Hospice in Gravesend
Hours of work:	Full time – 37.5 hours per week (part-time hours and condensed hours can be considered) Ad hoc requirement to work evenings and weekends as necessary, with time off in lieu.

Role overview:

As a member of our team, you'll help us increase revenue and enhance the supporter experience by delivering exceptional data support to our fundraising efforts. Your role will be crucial in driving forward the supporter journey by importing data from various sources into our CRM database, Donorflex, and ensuring that supporter information and financial data are accurately processed.

With your excellent attention to detail and interpersonal skills, you'll communicate with supporters, donors, and colleagues across all levels to build relationships and strengthen our network. Data is critical to our success, and your work will give us a better understanding of our supporters, enabling us to support them in the best way and make them feel valued.

The Database Officer is a key role within the Fundraising department focusing on the following areas;

1. Importing data from multiple sources
2. Ensuring database integrity
3. Accurately recording donations and Lottery admin
4. Providing exceptional Fundraiser Support for **ellenor** supporters

Internal Key relationships

- Fundraiser Support Officer
- Fundraiser Support Team Leader
- Database & Insight Manager
- Supporter Engagement Team
- Individual Giving Team
- Finance Team

Main duties and responsibilities:

Database and donation processing

1. Efficient and accurate processing of all donations received (cash, cheques, credit cards, Direct Debits and vouchers) on Donorflex database in line with SLA's.
2. Contribute to the monthly reconciliation of income recorded on the fundraising database with management accounts and bank statements

3. Import standing orders, Direct Debit payments and event sign ups onto the fundraising database.
4. Log supporter details onto the database accurately and quickly.
5. Maintain accurate records of community, corporate, and event fundraising activities on the database.
6. Batch and bank donations onto the database accurately and quickly.
7. Ensure the database is kept accurate and up-to-date by recording changes including mailing preferences, address details and financial information.
8. Collaborate with the Fundraising and Finance Departments to ensure the correct coding of income to the appropriate source and supporter.
9. Ensure Gift Aid declarations are accurately validated, recorded and processed in line with agreed protocols.
10. Provide guidance to fundraising colleagues on use of the database.

Fundraiser Support

1. Update supporter records and send relevant communication of thanks in a timely, appropriate, and warm manner.
2. Ensure that 95% of thank-you letters take no longer than 5 working days to be sent to the supporter.
3. On occasion proactively phone and email active and lapsed supporters to support the work of **ellenor** to increase income and reduce the attrition rates.
4. Register supporters for **ellenor** events via the website and over the phone and send their booking confirmation details.
5. Assist with sorting all incoming post, processing all income, sending thank you letters and distributing to relevant teams in a timely and professional way.
6. Proactively identify opportunities to develop a supporter through supporter communications made or received.

Lottery and Raffle Admin

1. Accurately inputting lottery data onto the database.
2. Contribute to the day-to-day operation of the lottery program.
3. Receive telephone calls from players, prospective members and other enquirers regarding the lottery and react accordingly to the call ensuring that all amendments are communicated to other departments where necessary.
4. Run the weekly lottery draw when needed on a Friday.
5. Balancing and completion of end of week procedure in a timely manner to enable the weekly draw to progress.
6. Deal with day-to-day correspondence and download standing orders and direct debits, balancing in accordance with the lottery program.
7. Ensure that all work is undertaken in compliance with the Gambling Act 2005.
8. Handle the day-to-day processing and banking of responses to the **ellenor** raffles and ensuring all administration is completed in time for the draw.

General Responsibilities

1. Adhere to the Institute of Fundraising Code at all times.
2. Undertake mandatory training as required by **ellenor** and participate in appropriate education, learning and development.
3. Maintain confidentiality of all information acquired. This includes supporters, patients, carers, staff and volunteers.

4. Undertake an appraisal annually and, through self-development, continuously update and improve knowledge and competencies.
5. Respect and guide all volunteers utilised in your area and to develop effective working relationships including, when requested by management, providing regular feedback on their performance.
6. Take responsibility for being up to date with current policies and procedures and to adhere to these.
7. Co-operate fully in the introduction of any new technology and new methods of working as appropriate. Strive to have a high level of IT literacy.
8. Promote at all times **ellenor's** aims and values.
9. To be aware of guidelines stated in staff handbook and all relevant policies and procedures
10. Keep up to date on key trends, best practice and fundraising law.
11. Any other duties that may be reasonably requested.

**Personal Specification
Database Officer**

	Essential	Desirable
KNOWLEDGE AND SKILLS	<ul style="list-style-type: none"> - Excellent attention to detail. - Exceptional I.T. skills. - Technical ability to use databases & proven ability to process and check data accurately and consistently. - Ability to pick up new processes and tasks quickly. - Ability to manage a varied workload without close supervision. - Excellent written English including spelling and grammar. - Clear understanding of what GDPR is. 	<ul style="list-style-type: none"> - Using software to produce basic reports. - Advance knowledge of Microsoft Excel (including formulas and functions)
EXPERIENCE	<ul style="list-style-type: none"> - Experience of data entry on a CRM database like Salesforce, Donorflex, Rasiers Edge or similar. - Advanced working experience of Excel, Word, Outlook. - Experience of creating systems and procedures that support and improve organisation practice. 	<ul style="list-style-type: none"> - Working or volunteering in the charity sector. - Experience of financial administration. - Experience of ensuring accuracy and integrity of data. - Experience of importing data.
PERSONALITY AND DISPOSITION	<ul style="list-style-type: none"> - Ability to work quickly, accurately, and efficiently - Goal orientated - Team player - Customer service oriented (e.g., confident and cheerful telephone manner) - Attention to detail is absolutely key - Able to use own initiative 	